



PSC NEWS

Missouri Public Service Commission

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ADDITIONAL PROTECTIONS AVAILABLE THIS WINTER TO REGISTERED ELDERLY AND DISABLED CUSTOMERS

Jefferson City (October 4, 2004)---Winter is quickly approaching and natural gas prices are expected to be higher this winter versus last.

The Missouri Public Service Commission reminds elderly and disabled customers meeting certain income guidelines that they are eligible for additional protections under recent changes to the PSC's Cold Weather Rule. **To be eligible for those additional protections, the customer needs to register with the utility company.**

"Registered elderly (65 years of age or older) or disabled customers meeting certain income guidelines will be provided with additional protection against disconnection of service during the upcoming winter months," stated PSC Chairman Steve Gaw.

"If you think you might be eligible for this new provision of the Cold Weather Rule, it is very important that you contact your utility company," stated Gaw. "We want people to know that they need to register before the cold weather hits," added Gaw.

Eligible low-income elderly or disabled customers are defined under the rule as those who receive an income below 150% of the federal poverty guidelines.

Once registered, if the customer is under a Cold Weather Rule payment agreement, that customer would not have service disconnected if he/she continues to pay at least 50% of: the actual bill for usage during that billing period or his/her level bill amount under his/her Cold Weather Rule payment plan. Unpaid amounts during those winter months may be recovered by the utility company by adjusting Cold Weather Rule payment amounts after March 31st.

"Now is the time to act. Please, call your utility company today," stressed Gaw.